

# **Amtrak California Kid's 'N Trains Program**



## **Pacific Surfliner Route**

**September 9, 2002 – May 15, 2003**



## NOTES

Mission San Buenaventura, El Pueblo de Los Angeles and Olvera Street, Carpinteria State Beach, the San Diego Maritime Museum, and many other educational and fun places are within easy reach aboard Amtrak California's *Pacific Surfliner* trains, and the Kids N' Trains Program makes it easy to take your group or class there!

This season's program runs from September 9, 2002 to May 15, 2003. See all the details inside and we'll see you soon on Amtrak California's *Pacific Surfliner*!

**Don't wait to reserve your trip:  
The last day for reservations is  
April 14, 2003!**

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## AND IN THE SEPARATE BOOKLET:

**Destination Guide**  
**Train Schedules (inside front and back covers)**  
**Zone Map (on the back cover)**

## CHOOSE WHERE AND WHEN YOU WANT TO GO

Taking a field trip couldn't be easier or more fun!

There are 6 daily trains north of L.A. and 10 daily trains south of L.A., all with convenient departure and arrival times! Check the Destination Guide for trip ideas or make up your own. See the Zone Map – everyone in your group pays the same low fare for their one-day round trip adventure by train.

Amtrak California trains are spacious and modern, and the conductors and on-board staff are friendly and helpful, so your group can focus on the fun!

## HOW MUCH WILL IT COST AND HOW DO I PAY?

See the Zone Map. You'll note that the Pacific Surfliner route is divided into 2 zones. Each zone costs \$5 per person (kids and adults) round trip. For each zone you travel into or through, your round trip ticket price per person increases by \$5. For example:

- Los Angeles to San Juan Capistrano is 1 zone (\$5)
- Los Angeles to Oxnard is 1 zone (\$5)
- Anaheim to Santa Barbara is 2 zones (\$10)\*

\*You must change trains when traveling through LA in this program, except for #775

After you receive confirmation of your reservations, you must purchase your ticket no later than 7 days before your trip. Just go to the nearest staffed Amtrak station and pay by cash, credit card or business check payable to "Amtrak." Personal checks and purchase orders are not accepted.

Any admission fees or other costs for your trip must be arranged and purchased by you – they aren't included in your Amtrak California ticket price.

**Additions and changes to the program may occur during the program season – it's always best to check the program website periodically for the latest information. Just go to [www.amtrakcalifornia.com](http://www.amtrakcalifornia.com) and scroll down the page to "Kids N' Trains," then click your way through the program from there...**

## HERE'S THE IMPORTANT STUFF!

The information in this section is EXTREMELY important – read it carefully.

### Program Restrictions:

Your trip must be for a single day with no stopovers and it must be taken on a Monday, Tuesday, Wednesday, or Thursday between September 9, 2002 and May 15, 2003. There are no one-way fares. Groups traveling either one-way or roundtrip ride at the same low price. A stopover is defined as an intermediate stop where the group leaves the train, then later continues in the same direction on a different train. This offer is not valid on the following days and dates:

- Fridays, Saturdays, and Sundays;
- November 26, 2002 thru and including December 3, 2002;
- December 20, 2002 through and including January 6, 2003;
- April 17, 2003 through and including April 21, 2003.

### Minimum Group Size:

The minimum group size for this program is 20 persons.

### Chaperone Requirements:

You must have one adult chaperone for every 6 persons that are 18 years of age or less.

### Space Limitations:

Seating is limited on each trip.

### Reservations:

You must use the reservation procedures in this program to get the program fares and you must FAX your reservation request at least 30 days in advance of your requested trip date. The last day to submit reservation requests is April 14, 2003. **You cannot change dates, trains or the number in your party once your reservation request has been submitted to Amtrak.**

### Tickets:

Tickets must be purchased no later than 7 days in advance of your trip. You can purchase your tickets with a credit card, cash or business check payable to "Amtrak" from any staffed Amtrak station. No personal checks or purchase orders will be accepted. The staffed stations are located in San Luis Obispo, Santa Barbara, Oxnard, Van Nuys, Los Angeles, Fullerton, Anaheim, Santa Ana, Irvine, San Juan Capistrano, Oceanside, Solana Beach, and San Diego.

Partial purchases are not permitted and your reservation will be canceled if you do not purchase your tickets 7 days prior to your trip.

Tickets are non-refundable. Refunds cannot be issued if the number of passengers in your group is less on the day of travel than what you originally reserved and purchased.

An accurate list with the first and last names of all persons traveling on your trip must be submitted to the Amtrak agent when you purchase your tickets and you must carry a copy of the list with you during your trip.

Amtrak California only provides transportation from the point of origin to the point of destination and return. Reservations and tickets for any attractions included in your field trip must be arranged for and purchased by you and are not included in your Amtrak California ticket price.

### A Final word:

Amtrak California's *Pacific Surfliner* trains carry thousands of passengers each year. Many are businesspersons or vacationers, but all that travel by train expect a relaxing and enjoyable trip. Please help the on-board staff ensure the trip is enjoyable for all by having your group observe the "Eleven Little Rules" located in the last section in this package. All adult chaperones on your trip should have a copy.

## RESERVING YOUR TRIP

All the information you'll need to plan and reserve your trip is in here. Carefully read all the material, then follow the instructions and complete your reservation request located in the centerfold of this booklet – an example is also provided. FAX your request to the Amtrak Group Reservation Desk and they'll contact you by phone, FAX or email within about two weeks.

The offer is subject to space availability and is only for new trips booked after August 5, 2002. **The last day to send in your reservation requests for this program is April 14, 2003.**

**This is a SPECIAL offer available only through Amtrak's Group Reservation system using the procedures outlined in this package. DO NOT CALL TO CHECK AVAILABILITY FOR SPECIFIC DATES – RESERVATIONS ARE MADE ON A FIRST-COME, FIRST-SERVED AND SPACE AVAILABLE BASIS. Do not call Amtrak about this program.**

This offer is only for specified *Pacific Surfliner* trains, and it is not available on *Metrolink* and *Coaster* trains or on any other *Pacific Surfliner* or other Amtrak California train service.

## A WORD ABOUT OPERATION LIFESAVER

California Operation Lifesaver (OL) is a non-profit volunteer organization dedicated to reducing or eliminating death and injuries due to vehicular and pedestrian trespassing on railroad property. OL presentations are informative and educational and OL has agreed to offer their presentation to groups in their classroom or while on the train. For more information regarding program availability, contact Lois Cunnin at their email address (cunninl@amtrak.com) or call OL at (213) 683-6970.

## IF YOU STILL NEED HELP...

**Do NOT call Amtrak reservations.** If you have questions about the program or if you need help with preparing your request, call Dennis Winger of the Caltrans Rail Division at (916) 654-5928.

## HOW DO I READ THE TRAIN SCHEDULE?

(The schedules are in the separate booklet with the destination guide and zone map. For trips between SAN DIEGO and LOS ANGELES, see the inside BACK cover. For trips between LOS ANGELES and SAN LUIS OBISPO, see the inside FRONT cover.)

**You can plan any trip on the Pacific Surfliner following these instructions:**

- Find the station nearest the city you want to depart from.
- Now find the station nearest the city you want to visit.
- If the city you want to visit is south of the city you're departing from, look in the columns on the left side for departing train and times. If the city you want to visit is north of the city you're departing from, look in the columns on the right side for departing train and times. The columns are your train numbers.

For a return trip, do the opposite. If you went one way on an even-numbered train, you must take an odd-numbered train back home, or vice-versa.

## I SENT MY REQUEST IN – WHAT'S NEXT?

Amtrak will respond in about 10 business days by phone, FAX or email with your confirmation or other information. **DO NOT CALL THE RESERVATION CENTER TO CHECK THE STATUS OF YOUR RESERVATION REQUEST IF LESS THAN 10 BUSINESS DAYS HAVE PASSED SINCE YOU SUBMITTED YOUR REQUEST. CALLING SOONER MAY DELAY COMPLETION OF YOUR REQUEST.**

If your reservation is confirmed:

- Review the information for accuracy. Your confirmation will include a reservation number.
- You must purchase your tickets no later than 7 days before your trip. Take your reservation number and your list of persons in your group to any staffed Amtrak station to purchase your tickets. You may use cash, credit card or a business check made out to "Amtrak." Personal checks and purchase orders will not be accepted. Tickets are non-refundable. Refunds cannot be issued if the number of passengers in your group is less on the

- day of travel than what you originally reserved and purchased.
- **YOU CANNOT CHANGE DATES, TRAINS OR THE NUMBER IN YOUR PARTY ONCE YOUR RESERVATION REQUEST HAS BEEN SUBMITTED TO AMTRAK**

If your reservation cannot be made by Amtrak:

- Review your plans to determine if alternate dates are acceptable and submit another request.
- Remember to check with your destination to make certain your new date is still valid.

## **BEFORE YOU GO...**

Here's a handy checklist to help you plan your trip:

- [ ] Contact your destination(s) to reserve your tours, tickets, and other arrangements.
- [ ] Complete and send reservation request by FAX to Amtrak Group Reservation Desk at (800) 872-3298.
- [ ] After receiving confirmation, process any necessary internal documentation to purchase train tickets. Remember: only cash or credit card, or business check payable to "Amtrak." No personal checks or purchase orders.
- [ ] Prepare accurate list of all persons traveling in group. Send one copy with the tour group leader on the trip and take one when purchasing tickets.
- [ ] Purchase tickets no later than 7 (seven) calendar days before trip at any staffed Amtrak station.
- [ ] Remember: you must pay for all the seats you reserve and there are no refunds. Tickets are non-refundable. **You cannot change dates, trains or the number in your party once your reservation request has been submitted to Amtrak.** Refunds cannot be issued if the number of passengers in your group is less on the day of travel than what you originally reserved and purchased.
- [ ] If reservations are confirmed for alternate date, contact your destination to reschedule.

## ELEVEN LITTLE RULES

Amtrak California's *Pacific Surfliner* trains carry thousands of passengers each year. Many are businesspersons or vacationers, but all that travel by train expect a relaxing and enjoyable trip. Please help the on-board staff ensure the trip is enjoyable for everyone by reviewing these rules with adult chaperones in your group and provide each of them with a copy.

1. Group leaders and adult chaperones are responsible for the conduct and supervision of their group at all times while on the trains and buses, or in and around the train stations and bus stops. Railroad personnel must give their full attention to the operation of the railroad and cannot assist in the supervision of your group.
2. No personal music devices are allowed, unless used with earphones or headsets.
3. Arrive at all departure locations at least 20 minutes ahead of departure time. **The train will not wait for late arriving groups or individuals!**
4. Before boarding the train, identify your group to the conductor, then follow the seating instructions of the conductor and/or other railroad personnel.
5. Keep your group together and in their seats as much as possible.
6. Avoid crowding aisleways and passageways between cars.
7. You may bring your own food and drinks, or your group may visit the snack/dining car. **NOTE: Only 5 persons from your group 18 years of age and under are permitted in the snack/dining car at any one time and MUST be accompanied at all times by at least 1 adult.**

8. Please use the trash receptacles and keep the area around your group clean and free of debris.
9. During your trip, feel free to contact the conductor or other on-board personnel for assistance.
10. When your group exits the train, follow the conductor's instructions. Appoint 1 or 2 persons to follow behind the group and check the seating areas and overhead bins for any items which may have been left behind. Amtrak California cannot be responsible for lost or stolen items.
11. Most importantly: **HAVE FUN!**